

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: § Confirmation No. 2032
Sherif Yacoub §
§
Serial No.: 10/699,264 § Group Art Unit: 2614
§
Filed: October 30, 2003 § Examiner: Phan, Joseph T.
§
For: SYSTEM AND METHOD FOR § Atty. Docket: 200309365-1
CALL CENTER DIALOG § HPQB:0236
MANAGEMENT §

CERTIFICATE OF TRANSMISSION OR MAILING
37 C.F.R. 1.8

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June 11, 2010	/Nathan E. Stacy/ Date	Nathan E. Stacy, Reg. No. 52,249
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Sir:

**AMENDMENT AND RESPONSE TO
OFFICE ACTION DATED MARCH 12, 2010**

In response to an Office Action dated March 12, 2010, the Applicant is providing the following Amendment and Response.